

13. VENDOR DENIAL2

13.1 DENY VENDOR2

13.2 SEND VENDOR DENIAL LETTER7

13.3 FIRST DENIAL LETTER RETURNED9

13.4 SEND SECOND VENDOR DENIAL LETTER.....13

13.5 SECOND DENIAL LETTER RETURNED15

13. Vendor Denial

13.1 Deny Vendor

When a Vendor is deemed unfit to participate in the WIC Program, a Denial Letter must be sent to inform the Vendor of this decision. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls on the dialog will default to the previously saved values and will be read only. The Deny Vendor dialog is invoked in response to the following user actions:

- Selection of the Vendor Denial follow-up activity on the Follow-up Activities dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Vendor Denial follow-up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.
- Selection of the Deny Vendor button on the Application Information dialog as described in *Chapter 03 - Entry of New Applicants*.

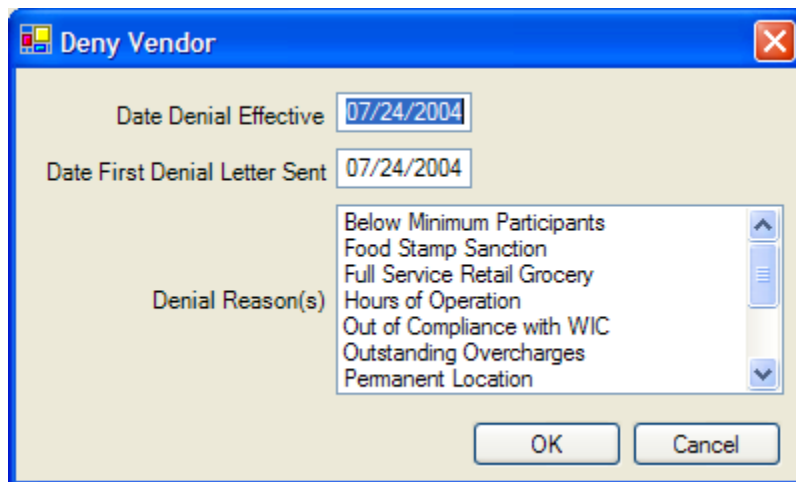
The image shows a Windows-style dialog box titled "Deny Vendor". It has a blue title bar with a standard Windows icon on the left and a red close button on the right. The main area has a light beige background. There are two date input fields: "Date Denial Effective" and "Date First Denial Letter Sent", both containing the text "07/24/2004". Below these is a list box labeled "Denial Reason(s)" containing the following items: "Below Minimum Participants", "Food Stamp Sanction", "Full Service Retail Grocery", "Hours of Operation", "Out of Compliance with WIC", "Outstanding Overcharges", and "Permanent Location". To the right of the list box are up, down, and list icons. At the bottom right are "OK" and "Cancel" buttons.

Figure 1 - Deny Vendor Dialog (Add mode)

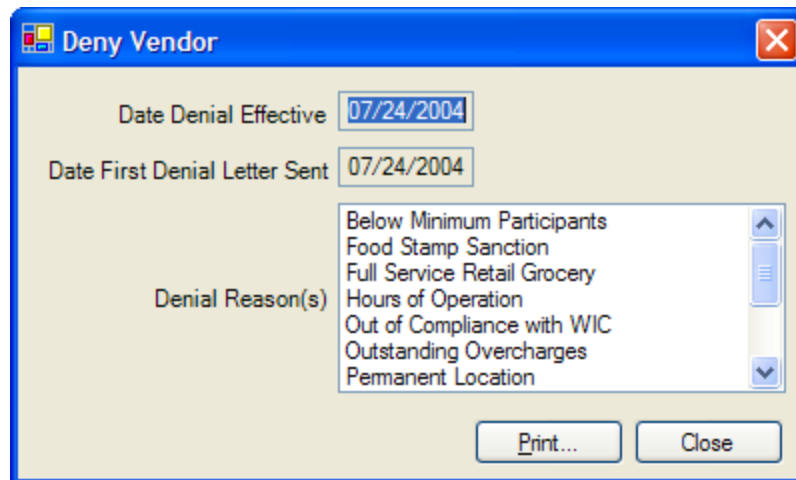


Figure 2 - Deny Vendor Dialog (View mode)

13.1.1 Controls

This section describes the behavior of the controls on the Deny Vendor dialog.

13.1.1.1 Date Denial Effective Masked Edit Box

This control allows the user to enter or view the effective date of the Vendor's denial. The masked edit box will be enabled when the Deny Vendor dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. When working in "add" mode, the entry field will default to the present system date. When working in "view" mode, the control is populated with the previously saved entry and is read only.

13.1.1.2 Date First Denial Letter Sent Masked Edit Box

This control allows the user to enter or view the date the Vendor's first denial letter was sent. The masked edit box will be enabled when the Deny Vendor dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. When working in "add" mode, the entry field will default to the present system date. When working in "view" mode, the control is populated with the previously saved entry and is read only.

13.1.1.3 Denial Reason(s) List Box

This control allows the user to select or view the reason(s) for the Vendor's denied. The list box will be enabled when the Deny Vendor dialog is active. It is filled with a list of vendor denial reasons from the Reference Database Table, which is displayed in alphabetical order. This list allows multiple selections. When working in "add" mode, there will be no selections initially made. A denial reason selected in error can be deselected by clicking on the selection a second time. When working in "view" mode, the control is populated with the previously saved selection(s).

13.1.1.4 OK Button

This control allows the user to instruct the system to dismiss the Deny Vendor dialog and save the appeal information. The OK button will be visible and enabled when the Deny Vendor dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

13.1.1.5 Cancel Button

This control allows the user to exit the Deny Vendor dialog without generating the Vendor Denial letter. The Cancel button will be visible and enabled when the Deny Vendor dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

13.1.1.6 Print Button

This control allows the user to generate the Vendor Denial letter. The Print button will be visible and enabled when the Deny Vendor dialog is in “view” mode. It has a mnemonic of ‘P’.

13.1.1.7 Close Button

This control allows the user to exit the Deny Vendor dialog. The Close button will be visible and enabled when the Deny Vendor dialog is in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

13.1.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the Deny Vendor dialog.

13.1.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Deny Vendor”.
- In Add mode the Date Denial and Date First Denial Sent will default to the current system date. All other fields and controls on this dialog default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog.
- In Add mode the OK and Cancel buttons are visible. The Close and Print buttons are not visible.
- In View mode the Close and Print buttons are visible. The OK and Cancel buttons are not visible.

13.1.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in one of the following controls
 - Date Denial Effective Masked Edit Box
 - Date First Denial Letter Sent Masked Edit Box

the system will invoke a standard error message with the text “An entry is required for the <control label>.”

- If a selection is not made in the following control
 - Denial Reason(s) List Box

the system will invoke a standard error message with the text “A selection is required in the <control label>.”

- If an invalid date has been entered in one of the following entry fields
 - Date Denial Effective Masked Edit Box
 - Date First Denial Letter Sent Masked Edit Box

the system will invoke the standard error message with the text “Invalid date entered.”

- If the date entered is greater than the current system date in one of the following controls
 - Date Denial Effective Masked Edit Box
 - Date First Denial Letter Sent Masked Edit Box

the system will invoke a standard error message with the text of “Date entered must be less than or equal to today’s date.”

13.1.2.3 Saving the Data

The system will save the Denial follow-up Activity to the Vendor’s Event Log

The system will update the CURRENTSTATUS attribute in the Vendor entity to ‘Denied’

The system will invoke the Send Vendor Denial Letter dialog as described in this document.

13.1.2.4 Cancel

Upon selection of the Cancel button, the system will dismiss the Deny Vendor dialog without saving any information entered and will return the user to the Event Log tab of the Vendor Folder.

13.1.2.5 Close

Upon selection of the Close button:

- The system will dismiss the Deny Vendor dialog. The system will return the user to the Event Log tab of the Vendor Folder.

13.1.2.6 Print

Upon selection of the Print button:

- The system will invoke the Send Vendor Denial Letter dialog as described in this chapter.

13.1.2.7 Data Map

Control Label	Entity	Attribute	Business Rule Applicable
A record is inserted into the DenialReason table for each reason selected in the Denial Reason(s) list.			
Date Denial Effective	Denial	FinalDate	
Date First Denial Letter Sent	Denial	FirstLetterSentDate	
Denial Reason(s)	DenialReason	DenialReason	

13.2 Send Vendor Denial Letter

The Send Vendor Denial Letter dialog allows the user to select which address will receive a copy of the vendor denial letter, and who at the address will be the recipient of the vendor denial letter. After the user identifies these items, the system will generate the required vendor denial letters. If indicated by the user, the system will also generate a mailing label for each vendor denial letter generated. For each selected recipient, the system will generate a vendor denial letter and mailing label for every selected address. The Send Vendor Denial Letter dialog is invoked in response to the following user actions:

- Selection of the OK button on the Deny Vendor dialog as described in this document.
- Selection of the Print button on the Deny Vendor dialog as described in this document.

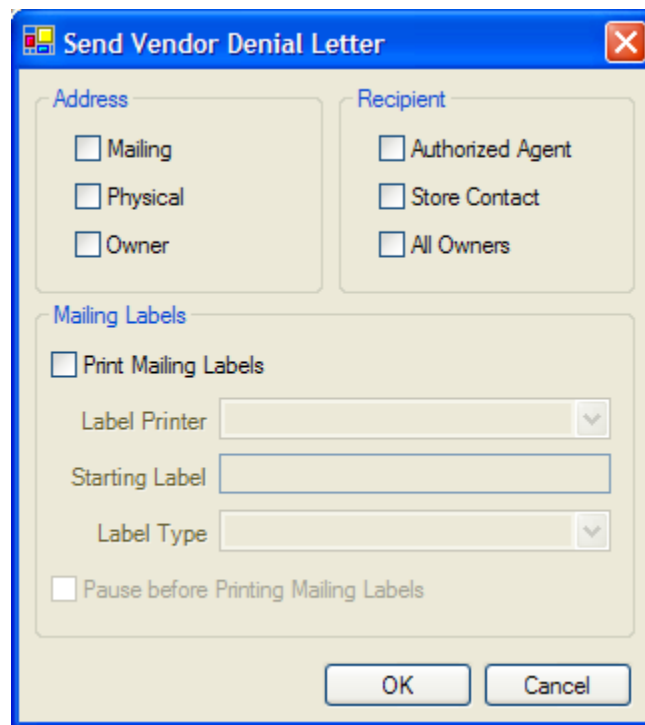


Figure 3 - Send Vendor Denial Letter Dialog

13.2.1 Controls

The controls for the Send Vendor Denial Letter dialog are defined in [Chapter 20 – Vendor Form Letters](#).

13.2.2 Processing

The processes for the Send Letter dialog are defined in [Chapter 20 – Vendor Form Letters](#). In addition to the standard processes, the following processes will apply.

13.2.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Send Vendor Denial Letter”.

13.2.2.2 Saving the Data

Depending on how the Send Vendor Denial Letter dialog was invoked, the system will generate a Denial letter for the vendor and add the Vendor Denial Letter Sent follow-up Activity to the Event Log Tab of the Vendor Folder as follows:

- If the dialog is invoked by selecting the OK button on the Deny Vendor dialog when in “add” mode, the system will save the denial information. A Vendor Denial follow-up activity will be added to the Event Log of the Vendor Folder, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed.
- If the dialog was invoked when the user selected the Print button on the Deny Vendor dialog when in “view” mode, a Letter Sent follow-up activity will be added to the Event Log of the Vendor Folder, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be updated with the new follow-up activity.
- The system will also automatically save a copy of each generated letter in the directory defined by the State.

13.2.2.3 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Send Vendor Denial Letter dialog, add a Vendor Denial follow-up activity to the Event Log of the Vendor Folder.
- The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed with the new follow-up activity.
- The system will return the user to the Event Log tab of the Vendor Folder.

13.3 First Denial Letter Returned

When a Vendor is deemed unfit to be a WIC Vendor, a Denial Letter is sent to inform the Vendor of this decision. If the Vendor does not receive this Denial Letter, this must be recorded in the Vendor Management system and a second Denial Letter must be sent. The dialog will display in “add” or “view” mode, depending on how the dialog is invoked. If the dialog is in “add” mode, the controls on the dialog will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls on the dialog will default to the previously saved values and will be read only. The First Denial Letter Returned dialog is invoked in response to the following user actions:

- Selection of the First Denial Letter Returned follow-up activity on the Follow-up Activities dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a First Denial Letter Returned follow-up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.

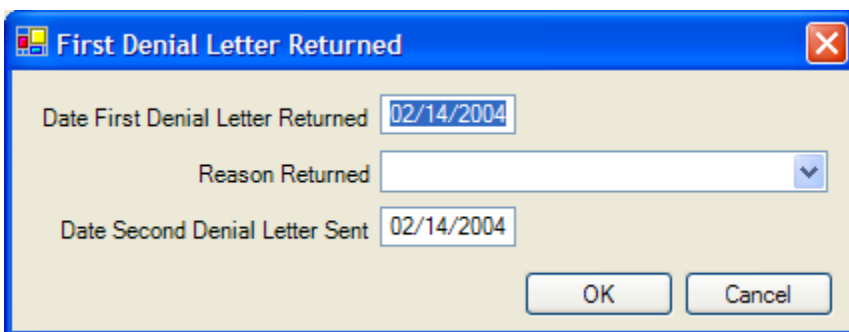
The screenshot shows a Windows-style dialog box titled "First Denial Letter Returned". It has a blue title bar with a standard Windows icon on the left and a red close button on the right. The dialog contains three input fields: "Date First Denial Letter Returned" with the value "02/14/2004", "Reason Returned" which is a dropdown menu currently showing a blank space, and "Date Second Denial Letter Sent" with the value "02/14/2004". At the bottom right, there are two buttons: "OK" and "Cancel".

Figure 4 - First Denial Letter Returned Dialog (Add mode)

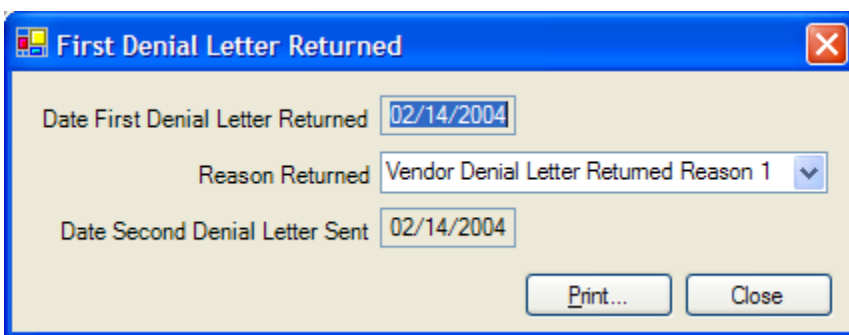
The screenshot shows the same "First Denial Letter Returned" dialog box, but in "View mode". The title bar and close button are identical. The input fields are the same, but the "Reason Returned" dropdown menu is now populated with the text "Vendor Denial Letter Returned Reason 1". At the bottom right, the buttons are labeled "Print..." and "Close" instead of "OK" and "Cancel".

Figure 5 - First Denial Letter Returned Dialog (View mode)

13.3.1 Controls

This section describes the behavior of the controls on the First Denial Letter Returned dialog.

13.3.1.1 Date First Denial Letter Returned Masked Edit Box

This control allows the user to enter or view the date that the first Denial Letter was returned. The masked edit box will be enabled when the First Denial Letter Returned dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will default to the present system date. When working in “view” mode, the control is populated with the previously saved entry and is read only.

13.3.1.2 Reason Returned Dropdown

This dropdown allows the user to select or view the reason the first Denial Letter was returned. The dropdown will be enabled when the First Denial Letter Returned dialog is active. It will be a read only drop down list. It is filled with a list of returned reasons from the Reference Dictionary Table. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

13.3.1.3 Date Second Denial Letter Sent Masked Edit Box

This control allows the user to enter or view the date that the second Denial Letter was sent to the Vendor. The masked edit box will be enabled when the First Denial Letter Returned dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will default to the present system date. When working in “view” mode, the control is populated with the previously saved entry and is read only.

13.3.1.4 OK Button

This control allows the user to instruct the system to dismiss the First Denial Letter Returned dialog and to save the denial letter information. The OK button will be visible and enabled when the First Denial Letter Returned dialog is in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

13.3.1.5 Cancel Button

This control allows the user to exit the First Denial Letter Returned dialog without saving the denial letter information. The Cancel button will be visible and enabled when the First Denial Letter Returned dialog is in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

13.3.1.6 *Print Button*

This control allows the user to generate a first vendor denial letter Returned. The Print button will be visible and enabled when the First Denial Letter Returned dialog is in “view” mode. It has a mnemonic of ‘P’.

13.3.1.7 *Close Button*

This control allows the user to exit the First Denial Letter Returned dialog. The Close button will be visible and enabled when the First Denial Letter Returned dialog is in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

13.3.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the First Denial Letter Returned dialog.

13.3.2.1 *Initializing the Interface*

Upon the initial display of the dialog:

- The title bar text will be set to “First Denial Letter Returned”
- In Add mode the Date First Denial Letter Returned and Date Second Denial Letter Sent will default to the current system date. All other fields and controls will default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel buttons are visible. The Close and Print buttons are not visible.
- In View mode the Close and Print buttons are visible. The OK and Cancel buttons are not visible

13.3.2.2 *Edits*

Upon selection of the OK Button:

- If an entry has not been made in one of the following controls
 - Date First Denial Letter Returned Masked Edit Box
 - Date Second Denial Letter Sent Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If a selection has not been made in the following control
 - Reason Returned Dropdownthe system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If an invalid date has been entered in one of the following controls
 - Date First Denial Letter Returned Masked Edit Box
 - Date Second Denial Letter Sent Masked Edit Box

the system will invoke a standard error message with the text “Invalid date entered.”

- If the date entered in the Date First Denial Letter Returned or the Date Second Denial Letter Sent fields is greater than the current system date, the system will invoke a standard message box with the text, “Date entered must be less than or equal to today’s date.”
- The system will invoke the Send Second Vendor Denial Letter dialog as described in this chapter.

13.3.2.3 Cancel

Upon selection of the Cancel button:

- The system will dismiss the First Denial Letter Returned dialog without saving any of the information entered.
- The system will then return the user to the Event Log tab of the Vendor Folder.

13.3.2.4 Close

Upon selection of the Close button:

- The system will dismiss the First Denial Letter Returned dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

13.3.2.5 Print

Upon selection of the Print button, the system will invoke the Send Second Vendor Denial Letter dialog as described in this chapter.

13.3.2.6 Data Map

Control Label	Entity	Attribute	Business Rule Applicable
Date First Denial Letter Returned	FirstDenialLetterReturned	FirstLetterReturnDate	
Reason Returned	FirstDenialLetterReturned	FirstLetterReturnReason	
Date Second Denial Letter Sent	FirstDenialLetterReturned	SecondLetterSentDate	

13.4 Send Second Vendor Denial Letter

The Send Second Vendor Denial Letter dialog allows the user to select the address and recipient that will receive a second copy of the vendor denial letter. After the user identifies these items, the system will generate the required vendor denial letters. If indicated by the user, the system will also generate a mailing label for each vendor denial letter generated. For each selected recipient, the system will generate a vendor denial letter and mailing label for every selected address. The Send Second Vendor Denial Letter dialog is invoked in response to the following user actions:

- Selection of the OK button on the First Denial Letter Returned dialog in this document.
- Selection of the Print button on the First Denial Letter Returned dialog in this document.

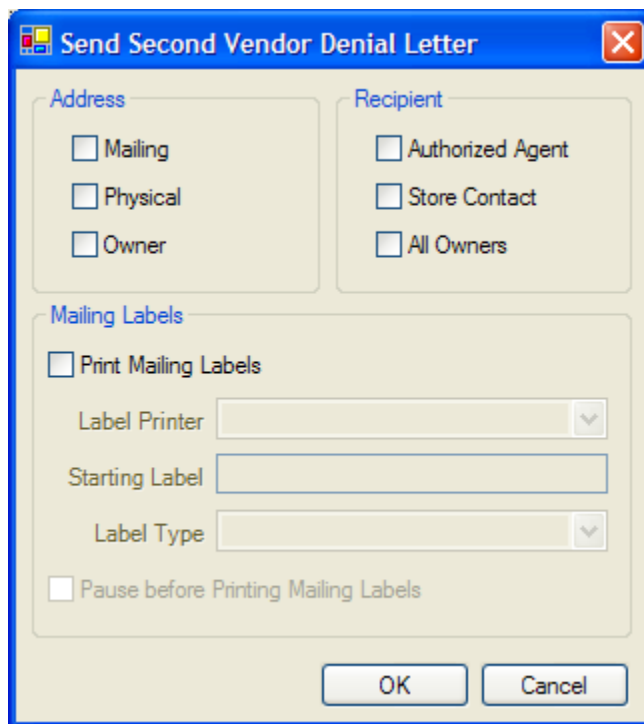


Figure 6 - Send Second Vendor Denial Letter Dialog

13.4.1 Controls

The controls for the Send Letter dialog are defined in [Chapter 20 – Vendor Form Letters](#).

13.4.2 Processing

The processes for the Send Letter dialog are defined in [Chapter 20 – Vendor Form Letters](#). In addition to the standard processes, the following processes will apply.

13.4.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Send Second Vendor Denial Letter”

13.4.2.2 Saving the Data

Depending on how the Send Second Vendor Denial Letter dialog was invoked, the system will add the First Denial Letter Returned and letter information to the Event Log Tab of the Vendor Folder as follows:

- If the dialog is invoked by selecting the OK button on the First Denial Letter Returned dialog when in “add” mode, the system will save the denial letter returned information. A First Denial Letter Returned follow-up activity will be added to the Event Log of the Vendor Folder, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed with the new follow-up activity.
- If the dialog was invoked when the user selected the Print button on the First Denial Letter Returned dialog when in “view” mode, a Letter Sent follow-up activity will be added to the Event Log of the Vendor Folder, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be updated with the new follow-up activity.
- After updating the Event Log Tab the system will also automatically save a copy of each generated letter in the directory defined by the State.

13.4.2.3 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Send Second Vendor Denial Letter dialog and add a First Denial Letter Returned follow-up activity to the Event Log of the Vendor Folder.
- The system will refresh the Vendor Events tree view on the Event Log tab of the Vendor Folder with the new follow-up activity.
- The system will then return the user to the Event Log tab of the Vendor Folder.

13.5 Second Denial Letter Returned

When the Vendor does not receive the First Denial Letter, a Second Denial Letter is sent. If the Vendor does not receive the second Denial Letter, this situation must be recorded in the Vendor Management system. The dialog will display in “add” or “view” mode, depending on how the dialog was invoked. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Second Denial Letter Returned dialog is invoked in response to the following user actions:

- Selection of the Second Denial Letter Returned follow-up activity on the Follow-up Activities dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of a Second Denial Letter Returned follow-up activity in the Events Tree View on the Vendor Folder and then selecting the Details button as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.

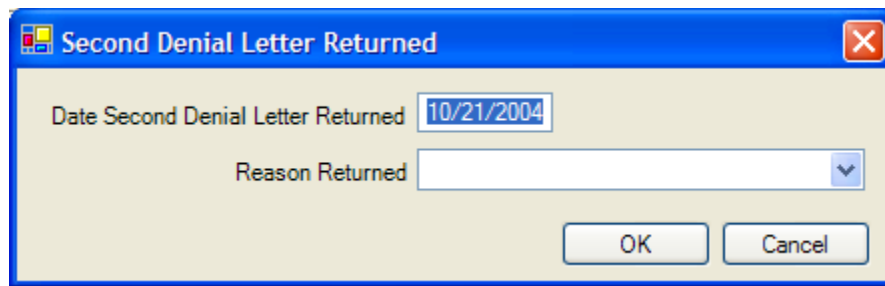
The screenshot shows a Windows-style dialog box titled "Second Denial Letter Returned". It has a blue title bar with a standard Windows icon on the left and a red close button on the right. The main area has a light beige background. There are two labels: "Date Second Denial Letter Returned" followed by a text box containing "10/21/2004", and "Reason Returned" followed by a dropdown menu that is currently blank. At the bottom right, there are two buttons: "OK" and "Cancel".

Figure 7 - Second Denial Letter Returned Dialog (Add mode)

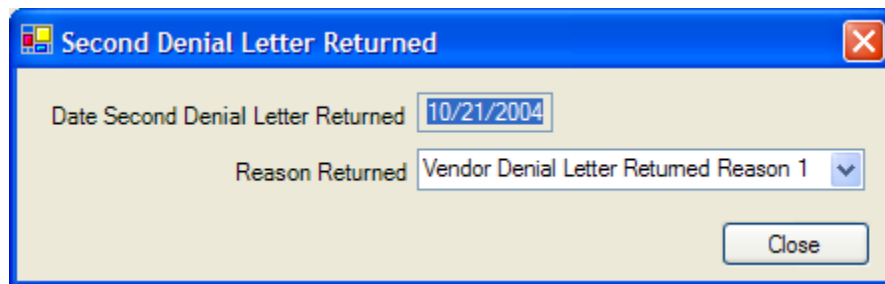
The screenshot shows the same "Second Denial Letter Returned" dialog box, but in view mode. The title bar and labels are identical. The "Date Second Denial Letter Returned" text box still contains "10/21/2004". The "Reason Returned" dropdown menu now displays "Vendor Denial Letter Returned Reason 1". At the bottom right, there is a single button labeled "Close".

Figure 8 - Second Denial Letter Returned Dialog (View mode)

13.5.1 Controls

This section describes the behavior of the controls on the Second Denial Letter Returned dialog.

13.5.1.1 Date Second Denial Letter Returned Masked Edit Box

This control allows the user to enter or view the date that the Second Denial Letter was returned. The masked edit box will be enabled when the Second Denial Letter Returned dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will default to the present system date. When working in “view” mode, the control is populated with the previously saved entry and is read only.

13.5.1.2 Reason Returned Dropdown

This control allows the user to select or view the reason the Second Denial Letter was returned. The dropdown will be enabled when the Second Denial Letter Returned dialog is active. It is filled with a list of vendor returned reasons from the Reference Database Table. This list allows single selection only. When working in “add” mode, the field will initially be blank. A returned reason selected in error can be deselected by clicking on the selection a second time. When working in “view” mode, the control is populated with the previously saved selection.

13.5.1.3 OK Button

This control allows the user to instruct the system to close the Second Denial Letter Returned dialog and to save the denial letter information. The OK button will be visible and enabled when the Second Denial Letter Returned dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

13.5.1.4 Cancel Button

This control allows the user to exit the Second Denial Letter Returned dialog without saving the denial letter information. The Cancel button will be visible and enabled when the Second Denial Letter Returned dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

13.5.1.5 Close Button

This control allows the user to exit the Second Denial Letter Returned dialog. The Close button will be visible and enabled when the Second Denial Letter Returned dialog is active in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

13.5.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the Second Denial Letter Returned dialog.

13.5.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Second Denial Letter Returned”
- In Add mode the Date Second Denial Letter Returned will default to the current system date. All other fields and controls will default to blank.
- In View mode all fields display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible

13.5.2.2 Edits

Upon selection of the OK Button:

- If an entry has not been made in the following control
 - Date Second Denial Letter Returned Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If a selection has not been made in the following control
 - Reason Returned Dropdownthe system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If an invalid date has been entered in the following control
 - Date Second Denial Letter Returned Masked Edit Boxthe system will invoke a standard error message with the text “Invalid date entered.”
- If the date entered in the Second Denial Letter Returned field is greater than the current system date, the system will invoke a standard message box with the text “Date entered must be less than or equal to today’s date.”
- The system will save the Vendor denial letter information. A Second Denial Letter Returned follow-up activity will be added to the Event Log of the Vendor Folder, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be updated with the new event. The system will then return the user to the Event Log tab of the Vendor Folder.

13.5.2.3 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Second Denial Letter Returned dialog without saving any of the information entered.

- The system will then return the user to the Event Log tab of the Vendor Folder.

13.5.2.4 Close

Upon selection of the Close button:

- The system will dismiss the Second Denial Letter Returned dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

13.5.2.5 Data Map

Control Label	Entity	Attribute	Business Rule Applicable
Date Second Denial Letter Returned	SecondDenialLetterReturned	SecondLetterReturn Date	
Reason Returned	SecondDenialLetterReturned	SecondLetterReturn Reason	